

**Proposal  
by the European Network of Ombudsmen in Higher Education  
to the Ministerial Conference and Bologna Policy Forum 2015 in  
Yerevan, Armenia**

**"The Warsaw Resolution"**

**As agreed upon at the 11<sup>th</sup> ENOHE Annual Conference in Warsaw, Poland  
on May 17, 2014**

In the context of the positive experiences in countries of the European Higher Education Area (EHEA) in which Higher Education Ombudsmen have operated for students, for staff or the whole university community in both centralized and decentralized ways (in Spain from 1985 onwards, and, most recently in Norway since 2013), the following **recommendations** are issued as agreed upon at the 11<sup>th</sup> ENOHE Annual Conference in Warsaw on May 17, 2014:

- National laws regulating universities and other higher education institutions within the European Higher Education Area should stipulate the importance of the creation of independent ombudsmen or ombudsman-type offices to handle issues and concerns. They should have the necessary authority in their fields and autonomy (i.e. their offices should be free from instructions and orders from other organs or authorities within their institutions) - in order to improve relations between the student body, academic and administrative organs as well as their staff, officers and representatives, within and outside the academic sphere.
- In addition, the institutionalized communication between the student body and the aforementioned organs should be improved and facilitated by these ombudsmen - in order to safeguard the rights of the students and all other members of the university community when handling complaints and problems which may arise from deficiencies in the daily work of universities and other higher education institutions.